

## ATTENTION ALL EMPLOYEES

### WORKERS' COMPENSATION INFORMATION

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Dear Employee:

We are pleased to let you know that we have entered into a partnership with **HealthPartners**, a certified managed care plan for workers' compensation injuries and illnesses. This partnership will help to ensure that you receive prompt, quality health care for any injuries or illnesses that happen at or resulting from your work.

If you are injured at work or are seeking treatment for a work-related illness, you will receive all related medical care from a HealthPartners Workers' Compensation network provider.

Key Components of HealthPartners Workers' Compensation Managed Care Plan:

#### **CareLine<sup>SM</sup>**

**952-883-5484 Metro 1-888-544-5484 Toll-free**

The HealthPartners CareLine staff of specially trained nurses is available 24-hours-a-day, seven days a week. They will answer questions and schedule an appointment for you with a network provider. You will be seen within 24 hours.

#### **HealthPartners Case Manager**

**952-883-5396 Metro 1-888-779-3625 Toll-free**

A resource for the supervisor/manager, employee or provider to obtain assistance or express issues regarding the treatment of an employee's injury and subsequent return to work.

#### **HealthPartners Workers' Compensation Administrative Office**

**952-883-5396**

Call the number above to obtain program information, dispute resolution information or additional materials

#### **About the HealthPartners WCMCP Network**

Except in emergency situations, you must get your initial evaluation from a HealthPartners WCMCP provider. You may also choose to see a non-network provider with whom you have an established relationship; as long as the provider agrees to comply with HealthPartners WCMCP rules and treatment standards.

You may receive treatment from a HealthPartners WCMCP network primary care, occupational health, or specialty physician, chiropractor, podiatrist, osteopath, or dentist, if the treatment is within the provider's scope of practice and appropriate for your injury or illness.

HealthPartners WCMCP providers must be located within 30 miles of your work or home if you live or work within the seven-county metropolitan area, or within 50 miles if both your home and workplace are outside the metro area.

#### **When Injured at Work**

If you are injured at work, notify your supervisor as soon as you can. He or she can assist you in the proper submission of your worker's compensation claim.

In an emergency situation, call 911. Otherwise, call the HealthPartners CareLine Service for assistance in seeking appropriate medical attention.

**Medical Treatment**

You are required to receive services from a participating HealthPartners WCMCP health care provider except in the following circumstances:

- In an emergency
- If you have established a documented history of treatment (before the injury) with a health care provider who maintains your medical records. However, if you change doctors, it must be to a doctor within the managed care plan.
- If your place of employment and residence is outside the established mileage parameters.
- If you are referred by HealthPartners WCMCP to a non-network provider.
- If you had an injury prior to the effective date of the managed care plan, you may continue to receive treatment from your non-network provider until you change doctors.

**Changing Providers**

You may continue to see the provider who performs your initial evaluation, or you may choose to see another HealthPartners WCMCP network provider for follow up care. Also, you may change your primary treating provider at least once within the network. Calls HealthPartners WCMCP case management at 952-883-5396 any time you wish to change providers.

**Urgent Care / Emergency / Hospital Needs**

In the event that a life-threatening emergency occurs, get first aid as appropriate and/or call 911.

If the emergency is not life threatening, call the CareLine service at 952-883-5484 to be directed to an appropriate clinic, urgent care center or hospital.

If you are hospitalized and unable to notify the CareLine, your supervisor must notify the HealthPartners case manager as soon as possible.

**Where to find answers**

If you have any questions about HealthPartners Workers' Compensation Managed Care Plan, your illness or your injury, please contact:

**HealthPartners**

Workers' Compensation Managed Care Plan  
Case Manager or Administrative Office

952-883-5396 or 1-888-779-3625

**Minnesota Department of Labor and Industry**

Metro 651-284-5030  
Outstate 1-800-DIAL-DLI (342-5354)  
Duluth 1-800-365-4584 or 218-723-4670